

Wyoming Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

Service Complaints—Didn't Follow Customer's Instructions

Customer was concerned about the relay profile database and how it sometimes learns a connect mode on a new number. Customer had issue with learned connect mode of Baudot when they called into the VCO line and the CA questioned if she wanted VCO or had dialed the correct number.

***Inquire Date 1/25/2007
Record ID 13195
Call Taken By Customer Service
CA Number 3082
Responded By Barb
Response Date 1/29/2007
Resolution 1/29/2007***

Customer Service apologized and stated that the CA would be counseled. Relay Manager explained to customer about the database and how it works. Customer was satisfied.

Service Complaints—Didn't Follow Customer's Instructions

Customer stated the CAs do not follow his instructions.

Supervisor apologized and requested contact information. Customer refused and hung up.

***Inquire Date 2/22/2007
Record ID 13389
Call Taken By At the Workstation
CA Number
Responded By ML
Response Date 2/22/2007
Resolution 2/22/2007***

Technical Complaints--Carrier Choice not Available/Other Equal Access

Customer has been attempting to place a long distance call through the relay. Customer's long distance provider is ACT. Customer does not have any contact information for this carrier.

Customer Service has contacted the carrier as this organization is not a participating carrier through the relay. The carrier is currently working with Hamilton's technical department. Customer Service will contact the customer after the carrier has become a participating carrier through the relay. Customer understood. ACT was contacted again in late May and is still not a participating carrier as of 5/31/07.

***Inquire Date 7/29/2006
Record ID 12087
Call Taken By Lead CA
CA Number
Responded By Michelle/Tina
Response Date 7/31/2006
Resolution***

Technical Complaints--Carrier Choice not Available/Other Equal Access

Customer stated that whenever he attempts to place a call through the relay he is being billed by the incorrect long distance carrier. Customer stated his long distance is Bresnan Communications.

Lead CA stated that Bresnan Communications is not a participating carrier with the relay at this time and directed the customer to contact the carrier. Customer was offered a profile, but refused. Customer Service has continued to attempt to

Wyoming Division of Vocational Rehabilitation
Department of Workforce Services

Record ID 12361
Call Taken By Lead CA
CA Number
Responded By Danielle
Response Date 9/1/2006
Resolution

resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Technical Complaints--
Carrier Choice not
Available/Other Equal
Access

Customer stated that since she has been unable to have the CA select Bresnan Communications as her long distance carrier she would like to set up a profile with the relay.

Inquire Date 9/22/2006
Record ID 12464
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 9/22/2006
Resolution

Customer Service apologized and explained that since Bresnan Communications is not a participating carrier through the relay that setting up a profile with Bresnan Communications as her long distance carrier would not solve the problem. Customer Service explained that once Bresnan Communications becomes a participating carrier the relay would contact the customer to set up a profile. Customer understood. Customer Service has continued to attempt to resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Technical Complaints--
Carrier Choice not
Available/Other Equal
Access

Customer requested the correct number to reach the relay and how to place a call using Bresnan long distance.

Inquire Date 10/2/2006
Record ID 12550
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 10/2/2006
Resolution

Customer Service gave the correct number for the relay and explained that Bresnan Communications is not a participating provider through the relay. Customer Service explained that we have contacted Bresnan Communications several times in regard to this issue. Customer did not want to select a different carrier. Customer will be contacted when Bresnan Communications is available through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Technical Complaints--
Carrier Choice not
Available/Other Equal
Access

Customer stated she is being billed incorrectly for long distance through the relay. She understands that Bresnan is not a participating provider with the relay and has already contacted Bresnan Communications.

Inquire Date 1/29/2007
Record ID 13219
Call Taken By Customer
Service
CA Number
Responded By Diane
Response Date 1/29/2007
Resolution

Assistant Operations Manager thanked customer for this information and stated that relay has been in contact with Bresnan Communications. A profile was offered, but the customer refused. Bresnan Communications is still not a participating carrier as of 5/31/2007.

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

***Inquire Date 2/15/2007
Record ID 13320
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 2/15/2007
Resolution***

Administrator received a call from a customer stating that Bresnan Communications was their provider and did not understand how calls for long distance went through Sprint.

Customer Service explained that Bresnan Communications is not a participating provider which is why the customer would see Sprint as the default on the bill. Administrator shared the information with the customer. Bresnan Communications is still not a participating carrier as of 5/31/07.

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

***Inquire Date 2/15/2007
Record ID 13414
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 2/15/2007
Resolution***

Customer requested Bresnan Communications as their long distance provider through the relay.

Customer Service explained that Bresnan Communications is not a participating provider. Customer Service explained that Bresnan Communications has been contacted several times and is still not a participating provider at this time. Customer Service offered to set up a profile. Customer refused.

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

***Inquire Date 2/23/2007
Record ID 13420
Call Taken By At the
Workstation
CA Number
Responded By Steph
Response Date 2/23/2007
Resolution***

Customer requested Bresnan Communications as their long distance provider.

Lead CA explained that Bresnan is not a participating provider with the relay at this time and directed customer to contact Bresnan Communications to inform them he is unable to place long distance calls through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.

***Technical Complaints--
Carrier Choice not
Available/Other Equal***

Customer requested Bresnan Communications as their participating provider with relay.

Customer Service explained that Bresnan Communications is not a participating Wyoming Division of Vocational Rehabilitation
Department of Workforce Services

Access

Inquire Date 3/9/2007
Record ID 13469
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 3/9/2007
Resolution

provider through the relay and offered a profile for an alternative carrier. Customer refused at this time. Customer Service has contacted Bresnan Communications about becoming a participating provider through the relay. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Technical Complaints--711 Problems

Inquire Date 1/2/2007
Record ID 13217
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/2/2007
Resolution 2/7/2007

Customer stated that whenever she dials 7-1-1 she does not get a response from the CA. She states she has to hit the space bar of her TTY several times before the CA connects. Customer does not want to set up a profile at this time.

Assistant Operations Manager apologized to customer and forwarded the information to the technical department. The technical department discovered that the CA is connecting correctly. Customer Service has attempted to contact the customer to place test calls. Customer Service has been unable to reach the customer. No further contact from customer.

Miscellaneous Complaints--Fraudulent/Harassment Call

Inquire Date 8/17/2006
Record ID 12198
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 8/17/2006
Resolution 8/17/2006

Customer has been receiving fraudulent phone calls and wondered what could be done about them.

Assistant Operations Managers suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order then we could release the call information to the Court. Customer understood.

Miscellaneous Complaints--Fraudulent/Harassment Call

Inquire Date 10/19/2006
Record ID 12587
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 10/19/2006
Resolution 10/19/2006

Customer had questions about how third party billing works through the relay. Customer has been receiving harassing calls that are being billed through another number.

Customer Service explained how billing works and directed the customer to law enforcement. Customer Service explained that if the customer was able to obtain a court order then all call records could be released to the Court. Customer was satisfied.

***Miscellaneous Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 2/3/2007
Record ID 13313
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/3/2007
Resolution 2/3/2007***

Customer has been receiving harassing calls and wondered what could be done. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order then we could release the call information to the Court. Customer was satisfied.

***Miscellaneous Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 2/3/2007
Record ID 13314
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 2/3/2007
Resolution 2/3/2007***

Customer has been receiving harassing phone calls and wondered how to block their number. Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order then we could release the call information to the Court. Customer was satisfied.

***Miscellaneous Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 2/5/2007
Record ID 13317
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 2/5/2007
Resolution 2/5/2007***

Customer has been receiving harassing calls but was unsure which relay was placing the calls. It is not known if this call was placed through Hamilton Relay or another Relay provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider, as well as the CA number, and then report this type of activity to the local authorities. Customer understood.

***Miscellaneous Complaints--
CapTel Complaints***

Customer stated that they had been billed by Sprint for long distance through CapTel.

Inquire Date 6/19/2006
Record ID CT-9304
Call Taken By MMo
CA Number
Responded By MMo
Response Date 6/20/2006
Resolution 6/20/2006

CapTel explained that the customer would need to contact Sprint to have the charges removed. CapTel further explained that the customer would need to register to have long distance calls billed through her choice of carriers.

Miscellaneous Complaints—
External Complaints

Customer stated that he was trying to contact his mother through the relay on his cell phone and was asked by the CA who his long distance carrier was.

Inquire Date 9/24/2006
Record ID 12476
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 9/25/2006
Resolution 9/25/2006

Lead CA verified the customer's information for Customer Service and placed the call. Customer refused a profile. Lead CA directed the customer to contact their carrier, Union Cellular, in regard to this issue. Customer understood. Customer Service has attempted to contact the carrier on behalf of the customer, but has only been able to leave a message. Union Cellular has not returned any calls. Customer contacted relay and stated the issue was resolved.
